



Illinois Telecommunications Access Corporation

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June 28, 2010

Office of the Secretary
Federal Communications Commission
Washington, DC 20554

Via Electronic Mail (Email)

RE: CG Docket 03-0123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2009 through May 31, 2010, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

In addition, staff of the Illinois Commerce Commission, regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS complaints elevated during the reporting period.

Please contact me if you require any additional information.

Sincerely,

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)
Mark Stone, Deputy Bureau Chief, Federal Communications Commission (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2009 through May 31, 2010).



Illinois FCC Complaint Log 2009-2010

Complaint Tracking for IL (06/01/2009-05/31/2010). Total Customer Contacts: 44

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/09	A TTY customer stated that agent had informed them that the call was "not clear and line is breaking up with outbound voice agent". The customer was angry, and said: "It make me mad, she lies and can hear what the man is talking about." Apologized the customer for the inconvenience. No follow up is necessary.	06/01/09	The agent followed proper procedure by keeping the customer informed of what they were experiencing on the line.
2	06/07/09	A customer tried to place a conference call on a weekend morning. She was informed by the agent they could not, or would not, be able to process the call. The customer then spoke to a supervisor who said they don't process those types of calls but they would check with the oncoming supervisor for confirmation. This confused the customer, as she has placed conference calls through relay before. Apologized to customer for the inconvenience, and informed her that we do process conference calls at anytime. The customer was told that this matter would be forwarded to the proper call center so that this will not occur when she places future conferences calls. No callback was requested.	07/02/09	Discussed the situation with the operator and supervisor. They both understand procedures for conference calls, but there was a computer problem the operator was trying to alert the supervisor to that was making it difficult to place the call. The operator was coached to give the supervisor as much information as possible about problems that occur and to keep the customer informed. The supervisor was a back up supervisor covering for a short time. She was coached to observe every detail of the call, including what the operator typed to the customer prior to the supervisor arriving at the work station so an accurate evaluation of the situation can be made.
3	06/11/09	A customer could not complete a call to a health care facility, and was experiencing a busy signal when calling the health care facility through Illinois Relay. Apologized for the problem and opened a trouble ticket. Follow up was required for problem resolution.	06/11/09	Technician made test calls with the customer and she was able to receive and make calls. The customer was appreciative.
4	06/16/09	A Voice customer asked the agent to dial a number from his frequently dialed list. The agent entered the option for English rather than waiting for the dialed number to go to TTY tones. The customer said the agent argued with him about the processing of the call. Apologized for the inconvenience and let him know his concerns would be passed on to the appropriate person for follow up. The customer would like a follow up phone call (by voice)during normal business hours.	06/17/09	Followed up with the agent, and she recalled this specific call. The agent stated that she placed the call and got a recording with English as an option. This confused the agent, so she asked the customer if they were trying to reach a deaf or hard of hearing person. The agent stated that the customer became extremely upset. Then the agent proceeded by redialing and reached a TTY answering machine which was relayed, however, the customer had disconnected the call. The agent stated that she did not argue with the customer. The customer was contacted and notified that the agent had been addressed on this issue. Possible resolutions pertaining to this type of call were discussed. It was determined that adding instructions to the customer note would be the best resolution. The customer stated that they will call into relay and add this note for future reference.
5	06/21/09	A customer was told by an agent, as well as three supervisors, that she could not get conference calls. The customer said it never used to be a problem. Follow up is requested.	06/21/09	The customer was spoken to and explained that relay cannot process calls that are from TV shows. The customer said the call is a live speaker. More information was needed from the center manager. The center manager verified that this call was not a TV broadcast. All of the staff at this center is now aware that they will process conference calls as usual. The customer was informed, and thankful.
6	06/22/09	A customer stated that they are not being billed correctly through the Illinois Relay service. The customer has an unlimited calling plan with ATT for Long Distance, with a specific code, but this code is not available to choose with our system. Apologized for the problem and assured that a trouble ticket would be sent in.	09/01/09	Three voice messages have been left for the customer, but the customer has not returned any calls.

7	07/02/09	A TTY customer reports they were disconnected on their call. Apologized for the inconvenience, and told the customer that the supervisor will be notified. No follow up was requested.	07/02/09	The Team Leader met with the agent and the agent pointed out that she was not here at the time of the call. The Team Leader verified this with the agent via her time sheet.
8	07/07/09	A customer reports that the agent hung up on their for no reason, and that the agent would not dial the number they wanted to dial. A follow up was requested.	07/13/09	The supervisor spoke with both agents involved in the situation, but neither could remember the call. One agent remembered a call where there was a lot of garbling when the customer tried to type the number to call, but the agent wasn't sure if this is the same situation. Even though the agents did not remember this call, they were both coached on the importance of not disconnecting calls. The agents were also advised about the consequences of doing so. The supervisor tried to contact the customer for follow up, and the phone was answered by a voice caller who said they did not know anyone by the customer's name and it was a wrong number.
9	07/07/09	A customer says that the relay system and Sprint is terrible. The customer says that they their mother is a VCO user, and they do not want her to go through any more problems with the turbocode. They have been having problems disabling the turbocode, even when the agent disables it. During the most recent experience, the VCO line cut out when the agent disabled turbocode and the VCO line would not open. Apologized for the situation and assured a follow up call would be given to the customer.	07/09/09	Called the customer 3 times and there was no answer.
10	07/07/09	A customer says the agent hung up for no reason, and the agent would not dial the number the customer wanted. The customer requested a follow up.	07/07/09	The customer was called, and the person who answered said there was no one there by the name requested.
11	07/09/09	A customer stated that people are unable to call her through the relay service. This problem is ongoing, and she has turned in several complaints on it before. Apologized for the problem and assured that the trouble ticket would be sent in again as stated. Follow up was requested.	08/28/09	Technicians made many test calls to this customer and figured out that when her TTY answers, the ASCII picks up. The customer was informed that she needs to change the options on the TTY so it would not answer in ASCII for incoming calls. She thanked us and will have someone do this for her.
12	07/12/09	A customer said that the agent "keeps hanging up on me" on multiple calls. Apologized to customer for connection problems and said a supervisor would speak to the agent. Follow up was requested.	07/20/09	The agent said that they had experienced quite a few calls that day that cycled from the TTY line to the Voice line because the system wasn't detecting tones. She went through the proper disconnect procedures each time this happened. The agent was coached on contacting a supervisor if she's experiencing a large number of calls with this experience. She was also reminded of the consequences of disconnecting calls. Contact to the customer for follow up was attempted three separate times, but each time reached a busy signal. Another attempt to contact the customer was made later, but there was no answer or answering machine.

13	07/13/09	The captions stopped in the middle of a call.	07/13/09	A customer shared feedback regarding no captions on a call after the agent number and specific call data were provided. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Further investigation found a trouble ticket on the call showing that the agent had no audio on their end for the first part of the call. Once the audio returned captions were present.
14	07/17/09	Technical - General	07/17/09	The CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order thus the caller did not know when to enter the number they were calling. A Customer Service Representative advised the customer to enter the number they wished to call after a 5 second pause. Technical support then reset the equipment resolving the issue completely.
15	07/19/09	A customer said that they were hung up on by the agent after about 10 minutes. Apologized and dialed out for the customer to complete her call. Customer does not want a follow up.	07/20/09	There is no agent by that ID number working at this particular center. Therefore we are unable to do follow up with agent, therefore closing the ticket.
16	07/23/09	An Illinois VCO customer was unable to make some long distance calls using 711. A recording said "Your access to this # is not authorized." Apologized, and verified that the system carrier information was correct. A trouble ticket was entered, and it was suggested that the customer also contact the local exchange carrier for trouble shooting. The customer requested an email follow up.	07/23/09	Technicians made several test calls to the customer and all went through fine. The customer was sent an email letting her know that her phone was working fine and to send an email if she had other questions.
17	07/30/09	Disconnect/Reconnect during calls	07/30/09	The customer was sent information explaining the difference between a CapTel and a traditional phone. The information that was sent explained why disconnect/reconnect might be occurring and an email was sent that included tips on how to reduce this occurrence.
18	07/30/09	A customer said they cannot complete call through Relay, and continue to get a busy signal. Apologized for the problem and opened a trouble ticket. Follow-up with the customer is required for problem resolution.	07/30/09	Technician made test calls with the customer and was able to make and receive calls. Customer was truly appreciative for this resolution.
19	08/04/09	Disconnect/Reconnect during calls	08/21/09	The customer was sent information explaining the difference between a CapTel and a traditional phone. The information that was sent explained why disconnect/reconnect might be occurring and an email was sent that included tips on how to reduce this occurrence. The customer noted that all was working fine, and they did not need any more follow up.
20	08/21/09	A TTY customer was unable to call a certain number via relay. Apologized and issued a trouble ticket. Follow up was not requested.	08/21/09	Customer did not request follow up.
21	09/01/09	A customer said that they could not connect to a number for a doctor's office after attempting for two hours, and continuously reaching a busy signal. They provided agent ID numbers of the calls so a trouble ticket could be entered. Apologized for the inconvenience and told her a trouble ticket would be entered. No follow up was requested.	09/01/09	Customer did not request follow up.

22	10/16/09	Captions are stopping in the middle of the call.	10/16/09	A customer reported that captions stopped midway through a call. Investigation determined technical difficulties at the agent's workstation resulted in the lost connection. Subsequent call attempts by the customer went through successfully.
23	10/16/09	A Voice customer stated that over the last couple of days, while placing a call using ATT as their carrier of choice, they were having difficulties with the call going through ATT. Each time they experienced this the customer had to spend 10 to 15 minutes on this issue with the agents and a supervisor was eventually requested in order to push the call thru. The customer wishes to be able to provide the number to call, and proceed with using ATT as their long distance carrier of choice without the hassle. Apologized to the customer and assured that this issue will be forwarded to sprint technicians for a resolution. The customer wished for a follow up by the state account manager.	10/16/09	A technician fixed the problem, and a voice mail was left with the customer informing her that the problem was fixed and to call with any other questions.
24	10/26/09	Answer Time	10/26/09	A customer reported difficulty making a captioned call. Investigation found that a minor technical interruption combined with high call volume caused a longer waiting time for connection to an agent. A Customer Service Representative explained this situation to the customer and advised that they wait a little longer for the agent to connect. The customer confirmed that the call wait time went back to normal. Service levels were met throughout this period.
25	12/11/09	A VCO customer's daughter reports having ongoing garbling problems with Illinois Relay for years. The customer advised that the problem is not with her equipment, but with the Relay service and wishes that the problem be resolved once and for all. (Problem reported by customer's daughter. The daughter and customer were advised that a trouble ticket would be entered. The customer requests a follow up as soon as possible.	12/14/09	It was found that the customer needs to document the date, agent's ID and time of the call for the technicians to research it. The customer was asked to do this going forward.
26	12/15/09	A customer said that the agent didn't wait for the TTY answering machine greeting to finish sending before leaving the voice person's message. This caused the voice message to be garbled. Apologized and told the customer this information would be sent to the appropriate person for follow up with the agent. Customer did not request a follow up.	12/17/09	The agent was coached on proper procedure for this aspect of call processing.
27	12/31/09	A customer said that they requested no recording in their notes, however the agent typed out the recording. Apologized and told the customer this information would be forwarded to the appropriate person.	01/04/10	The agent said that they typed the recording to let the customer know the office was closed The agent was coached on following customer instructions.
28	01/11/10	An Illinois VCO Customer has been unable to place relay calls. Apologized for the problem and opened a trouble ticket. Follow up was required to assure problem resolution.	01/11/10	A technician fixed the problem and calls are now working.
29	02/01/10	A customer stated that the agent did not process their call announcement modification according to the customer's note and instructions. Apologized for the inconvenience this may have caused. No follow up was necessary.	02/01/10	The agent was coached in the importance of following the customer notes and instructions provided. Agent apologized.
30	02/09/10	Dial Tone - Not heard	02/09/10	A customer reported that there was no dial tone on their CapTel phone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

31	02/22/10	Accuracy of captions	02/22/10	A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call details were shared with Call Center Management for follow up with the agent by the supervisor.
32	03/10/10	Dial Tone - Not heard	03/10/10	A customer reported no dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
33	03/15/10	An Illinois Voice customer says the agent would not turn up the volume when it was requested, and mumbled instead of speaking clearly. The customer also says the agent would interrupt her with, "One moment, he's typing." The customer says they do not believe that to be true. Apologized for inconvenience. Follow-up was requested.	03/15/10	The agent was coached on using a polite helpful tone at all times. The agent confirmed that they know how to adjust the volume so that the customer can hear her. The customer was given a call back to let her know that a supervisor had followed up with the agent.
34	03/15/10	A customer said that the operator failed to relay a phone number that was requested via Directory Assistance. The customer was trying to get their daughter's phone number in St. Louis, MO, and says that they know the Directory Assistance Operator gave the number, but the relay operator did not type it. Apologized to the customer and assured her this will be forwarded to the appropriate person for resolution. The customer was satisfied and declined the offer for a follow up call.	03/15/10	The agent said they remember the call well. The agent said that the customer had called Directory Assistance looking for a number, but there was no listing. The agent typed this to the customer, but the customer did not believe this information and was transferred to a supervisor. The supervisor also looked for this listing and did not find it. The agent was coached on calling a supervisor for assistance and guidance, when necessary.
35	04/02/10	An Illinois Speech to Speech customer is unable to complete a long distance call to Michigan through the relay service. Apologized for the inconvenience. The customer's database profile was checked, and no reason for restriction was found. A trouble ticket was issued, and follow up was requested.	04/02/10	The customer was called and informed that his long distance carrier is listed and he can bill all of his long distance calls to AT&T.
36	04/10/10	An inbound TTY Caller stated that the agent did not their customer notes about using Verizon as the long distance carrier, as that is who they are registered with. The agent put the call through Sprint. The Sprint long distance recording came on so the customer hung up, Apologized to Customer. Assured them that the complaint would be passed on to supervisor. The customer requested follow up to a voice contact that was listed.	04/10/10	The agent was coached on focusing for every call he processes and making sure he follows all customer notes or instructions. A follow up call was made to the contact person. They said they didn't know the TTY user had given them as a follow up contact but said they would be sure to let the TTY user know the follow up was completed the next time they talk.
37	04/21/10	A Speech to Speech customer says that the agent would not turn the volume up. The customer believes that the agent is "messing with my head because she talks low when supervisors are not around." The customer says that this agent is the only one they cannot hear. The customer requested a written letter of the complaint and the resolution mailed to him as soon as possible. Following this complaint to the supervisor, the customer had this same agent process his call with a supervisor present.	04/21/10	The Team Leader spoke with the customer at the time of the call, and observed that the agent had turned the volume up as high as possible. The Team Leader says the agent was very loud when she was asking him to hold for the supervisor. The Team Leader had the agent move the microphone closer to her mouth. She complied, but the customer still complained. The agent followed instructions and procedures. After the customer said he could not hear the agent, he allowed her to make another call, and she did so. The agent did her best to follow his requests. The Team Leader sent a letter in the mail explaining that the customer should alert a supervisor about any volume issues so a trouble ticket can be made to investigate the problem.

38	04/28/10	Answering machine message retrieval	04/28/10	A customer's helper reported that they received no captions on an answering machine call. A Customer Service Representative apologized for this incident and explained to the customer that the agent had lost audio on her end and could not hear the answering machine messages.
39	04/28/10	Dial Tone - Not heard	04/28/10	A customer's caregiver reported that following a power outage the customer's phone had no dial tone. A Customer Service Representative advised the caregiver to perform a physical reset of the phone. The customer confirmed this resolved their experience.
40	05/04/10	A customer said that the agent did not specify gender when leaving a message. Apologized for the inconvenience. The customer requested a follow up.	05/05/10	The agent was coached on being sure to specify gender at the end of any answering machine or recording if they have typed a message. A follow up call completed.
41	05/11/10	Dial Tone - Not heard	05/11/10	A customer referenced a lack of dial tone on their CapTel 200. A Customer Service Representative advised an electronic reset of the phone. This resolved the problem.
42	05/12/10	Dial Tone - Not heard	05/12/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset of the phone. It was confirmed that this solved the problem.
43	05/20/10	Technical - General	05/20/10	A customer reported that the captions stopped in the middle of a call. A Customer Service Representative found that the Communication Assistant's supervisor had disconnected this call due to audio difficulties. The customer is satisfied with this information.
44	05/25/10	A customer says that the agent would not respond when asked a question. Apologized for inconvenience and let the customer know that the information would be forwarded to the appropriate person. Customer would like both a follow up letter and a call.	05/25/10	The agent stated that she had experienced technical difficulty in setting this call and requested assistance of a supervisor at the time. The agent explained that there were times when the agent could not hear the VCO customer. The assisting supervisor confirmed the agent's explanation. A follow up phone call with the customer was conducted, and the customer was thankful for the follow up and stated that a follow up letter is not needed.